NEST MANAGERS
REAL ESTATE

YOUR FIRST 90 DAYS

WITH NEST MANAGERS

Owner Success Guide



PROPERTY MANAGEMENT

NEST MANAGERS
PROPERTY MANAGEMENT



Welcome to Nest Managers

WE'RE EXCITED TO HAVE YOU HERE.

Thank you for trusting Nest Managers to care for your property. We know your investment is important, and we're honored to be part of the journey. Our goal is to make property ownership easier, protect your investment, and keep you informed every step of the way.

What Happens Next

Once your management documents are complete, our team begins preparing your property for the next stage of management. Depending on the condition of the home, that may include coordinating repairs, completing a property condition report, preparing marketing, scheduling photography, activating showings, or preparing for an incoming tenant.

Every property is different, so timelines can vary. A home delivered fully rent-ready will move through the process much faster than one requiring repairs, cleaning, landscaping, vendor coordination, or owner approvals.

COMPLETE DOCUMENTS › PROVIDE ACCESS › PREPARE PROPERTY › MARKET & SHOW › APPROVE TENANT › MOVE-IN & MANAGE

Nest Note

The fastest way to keep your onboarding moving is to complete all requested documents, provide access to the property, keep utilities active, and respond promptly to any repair or pricing recommendations from our team.



Owner Onboarding Series

WATCH. LEARN. FEEL CONFIDENT.

Our Owner Onboarding Series walks you through the entire process step-by-step — from onboarding and getting your home market ready to leasing, tenant move-in, statements, and more.

WATCH THE OWNER ONBOARDING SERIES

Our goal is to make ownership easier,

PROTECT YOUR INVESTMENT, AND KEEP YOU INFORMED EVERY STEP OF THE WAY.

Before We Begin



A FEW THINGS THAT HELP KEEP YOUR PROPERTY MOVING

Now that your onboarding is complete, your property can move into the next stage of management. The items below will help ensure a smooth and timely process as we prepare your home, market it, and place a qualified tenant.

Keep Utilities Active

Utilities must remain active in the owner's name until Nest confirms they can be transferred to the tenant. This ensures uninterrupted service for inspections, marketing, showings, and tenant move-in.

Keep Access Available

Please keep all keys, garage remotes, mailbox keys, gate fobs, alarm codes, and other access devices with Nest. We need access for the condition report, vendors, photography, showings, inspections, and ongoing property visits.

Respond to Approvals Promptly

If repairs, make-ready work, or pricing recommendations are needed, your prompt response helps keep the process on track. Delays in approvals can impact the timeline for marketing and leasing your home.

Expect Property-Specific Timelines

Every property is different. A home delivered fully rent-ready can move through the process much faster than one requiring repairs, cleaning, landscaping, vendor coordination, or owner approvals.

Additional Work May Be Identified

Once our team completes the property condition report, we may identify items that need to be addressed before marketing. Even if a home appears rent-ready, additional work may be necessary to meet safety, functionality, and marketability standards.

Nest Note | A smooth start depends on three things working together: access, active utilities, and timely decisions.

Our goal is to make ownership easier,
PROTECT YOUR INVESTMENT, AND KEEP YOU INFORMED EVERY STEP OF THE WAY.

Getting Your Home Market Ready



EVERY HOME IS DIFFERENT. HERE'S WHAT TO EXPECT.

Our goal is to position your property for success by making sure it's safe, functional, clean, and attractive to today's renters. The steps and timeline will depend on the current condition of the home and any work that may be needed.



RENT-READY HOME
TYPICAL NEXT STEPS

1. Property condition report
2. Professional photography
3. Marketing goes live
4. Showings begin
5. Review and approve applications

A fully rent-ready home can often be on the market within 1–2 weeks depending on availability.



HOME NEEDING WORK
TYPICAL NEXT STEPS

1. Property condition report
2. Review recommended repairs and make-ready items
3. Obtain owner approvals
4. Coordinate and complete work with vendors
5. Professional photography and marketing once work is complete

The timeline will depend on the scope of work, vendor availability, and how quickly approvals can be made.

OUR FOCUS IS ON GETTING THE BEST RESULTS

- COMPETITIVE PRICING
- PROFESSIONAL MARKETING
- QUALIFIED TENANTS
- PROTECTING YOUR INVESTMENT

Our goal is to make ownership easier,
PROTECT YOUR INVESTMENT, AND KEEP YOU INFORMED EVERY STEP OF THE WAY.

While Your Home Is Vacant



VACANT DOESN'T MEAN INACTIVE.

While your property is vacant, Nest Managers is actively managing both the home and the market so the property stays protected, presentable, and positioned to lease.

We're Still Checking the Property

While the home is vacant and showing, our team consistently checks on the property, helping ensure it remains secure, presentable, and functioning properly. We monitor utilities, curb appeal, cleanliness, and any obvious condition changes.

We Keep It Show-Ready

We help coordinate and monitor showing readiness, including access, lockboxes, lights, temperature, lawn appearance, odors, trash or debris, vendor access, and overall presentation so the home makes a great impression on prospective renters.

We're Watching the Market, Too

Nest Managers is consistently monitoring the market, reviewing comparable rentals, completing CMAs and rental analysis, tracking competing listings, renter demand, price changes, and overall activity so we can make informed recommendations.

We Review Leasing Activity

Our team is reviewing inquiries, showings, feedback, and applications. We use this information to evaluate whether pricing, presentation, or strategy adjustments may help reduce vacancy and attract a qualified tenant sooner.

Our Interests Are Aligned

A vacant home does not benefit Nest Managers. We do not earn ongoing management income until the property is leased and rent is being collected, so our team is motivated to get the home market-ready, properly positioned, and leased to a qualified tenant as efficiently as possible.

Vacancy Has a Carrying Cost

Every extra vacant day can mean continued expenses such as utilities, lawn care, maintenance, and lost rental income, which is why timely approvals and market-based decisions matter.

Nest Note

We do not simply place your home on the market and wait. We continue evaluating both the property and the market throughout the vacancy period so we can make informed recommendations and reduce unnecessary days vacant.

OUR GOAL IS TO PROTECT YOUR INVESTMENT

Our goal during vacancy is to protect your investment,
KEEP THE PROPERTY MOVING, AND HELP YOU REACH THE RIGHT TENANT AS EFFICIENTLY AS POSSIBLE.

Your Home Is On the Market

NOW THE DATA STARTS TELLING US A STORY.



Once your home is live, our team actively markets, monitors, and analyzes performance to make sure we're reaching the right renters and moving toward a qualified tenant as quickly as possible.

MARKETING IS ACTIVE

We use a multi-channel approach to get your home in front of as many qualified renters as possible.

- Listed on the MLS (Multiple Listing Service)
- Syndicated to top rental websites
- Professional photography
- Detailed, compelling listing description
- Showing access through Tenant Turner
- Inquiry follow-up by our leasing team
- Elite Marketing Package includes paid social media promotion on Facebook & Instagram

WE WATCH THE NUMBERS

From the moment your listing goes live, we closely monitor:

- Online views and website traffic
- Inquiries and showing requests
- Showing activity
- Showing feedback
- Applications received
- Competing inventory in your area
- Rental price changes in the market

WE EVALUATE THE RESPONSE

We look beyond just showings to understand the full picture:

- Are we getting views on the listing?
- Are people scheduling showings?
- Are we receiving applications?
- What feedback are we hearing from prospects?
- Are there consistent comments about price, condition, layout, or features?
- Are comparable homes in the area leasing faster?

THE LEASING PROCESS

VIEWS
Your home is seen by potential renters online and through our marketing.

→

SHOWINGS
Interested renters schedule and tour your home.

→

FEEDBACK
We review feedback to understand renter interest and concerns.

→

APPLICATIONS
Applicants submit their information for screening.

→

APPROVAL
Qualified applicants are presented for your approval.

→

LEASE
Once approved, we finalize the lease and move toward a smooth move-in.

PRICING MAY NEED TO CHANGE

Market conditions can change quickly. If showings, applications, or feedback indicate that the home is not generating the interest we need, we may recommend a rent adjustment. These recommendations are based on real market data, not guesswork. The longer a home sits overpriced, the more it can cost in vacancy and carrying expenses.

SHOWING REPORTS

You will be set up to receive showing reports for your property. These reports are delivered every Monday at 10:00 AM and include a summary of showings, feedback, and activity from the previous week. This helps keep you informed on how the home is performing in the market.



Nest Note: High traffic without applications can be just as informative as low traffic. We use every stage of the leasing funnel to evaluate whether pricing, presentation, or strategy needs to change.

We Found a Tenant
What Happens Now?

FROM APPLICATION TO MOVE-IN

Once an application is approved, there are several important steps before the tenant can move in. Our team manages this process from start to finish to ensure everything is completed correctly and on time.



A qualified tenant, a smoother move-in, and peace of mind for you.

1 APPLICATION RECEIVED



Applicants submit their application through our system.

2 SCREENING & APPROVAL



Our team reviews the application and completes our 14-point screening process. Once approved, we move forward with lease preparation.

3 LEASE PREPARATION



We prepare the lease and send it to the approved tenant for electronic signature.

4 REQUIRED FUNDS



Before the lease is fully executed, the tenant must pay:

- Security deposit
- First month's rent
- Administrative fees

All funds must be paid with certified funds.

5 UTILITY VERIFICATION



Tenants provide account numbers to confirm utilities have been set up for the move-in date.

6 PRE-MOVE-IN PREPARATION



Our team completes a pre-move-in walk (typically within 3 days of move-in) to confirm the home is clean, in good condition, and ready for the new tenant.

7 MOVE-IN



Once all steps are complete, the tenant receives access and moves in on the agreed-upon date.

HOLDING POLICY

We typically hold a property for up to 2 weeks from the approved tenant's lease signing date until their move-in date. In certain situations, it may be possible to hold longer due to seasonality or specific circumstances.

UTILITY SETUP

Tenants provide account numbers for required utilities prior to move-in. Once we confirm they have been set up, we will notify you that the tenant has picked up keys. At that time, we encourage owners to disconnect utilities from their accounts.

PRE-MOVE-IN WALK

A member of our team completes a walk-through (typically within 3 days of the tenant's move-in date) to ensure the home is clean, in good condition, and ready for the new tenant. This helps confirm anything that may have changed since the home was last vacant.

YOUR RECORDS

Once the lease is fully executed, a copy will be available in your owner portal. You will receive a notification when it has been uploaded. We do not send lease documents separately.



Nest Note: An approved application does not mean a tenant has moved in. All steps—including lease signing, required funds, utility setup, and final preparation—must be completed before the tenant receives keys.

Your First Month With a Tenant



WHY YOUR FIRST STATEMENT MAY LOOK A LITTLE DIFFERENT

The first month of a new tenancy often includes timing differences, leasing-related charges, and property expenses that can make your statement look different from a typical month. Here's what to expect as rent is collected, invoices are processed, and owner proceeds are calculated.

1

RENT COLLECTED

Tenant rent is received and begins the accounting process.

2

FEES & PROPERTY EXPENSES

Leasing fees, management fees, vendor invoices, and other authorized charges are paid first.

3

AVAILABLE OWNER PROCEEDS

Once funds clear and property obligations are accounted for, owner proceeds are calculated.

4

DISTRIBUTION

Owner distributions are generally made by the 15th of the month.



First Month Timing Can Look Different

- If the tenant moves in mid-month, the first month's rent may be prorated.
- Leasing-related charges and administrative fees may appear on the first statement.
- Turn, make-ready, or maintenance invoices may still be processing and can post after work is completed.



How Distribution Works

- Funds are distributed after they clear.
- Bills, fees, and vendors are paid first before owner proceeds are distributed.
- The first statement often reflects move-in activity and initial expenses.



A Few Important Reminders

- Security deposits are not owner income.
- Rent received does not mean funds are instantly available.
- Once the initial leasing and move-in activity settles, monthly statements generally become easier to follow.

Nest Note | Your first month is often the least 'typical' month you'll see. Once the initial leasing and move-in activity settles, your monthly statements generally become much easier to follow.

Our goal is to make ownership easier,
PROTECT YOUR INVESTMENT, AND KEEP YOU INFORMED EVERY STEP OF THE WAY.

Your Rentvine Owner Portal

START HERE: FIND WHAT YOU NEED

The Owner Portal is the best place to review your account information before reaching out to our team. This page shows you where to find the most commonly used sections and what each one is for.



1 Ledger
See all money moving in and out of your account. Check here first if you have a question about a charge, payment, or balance.

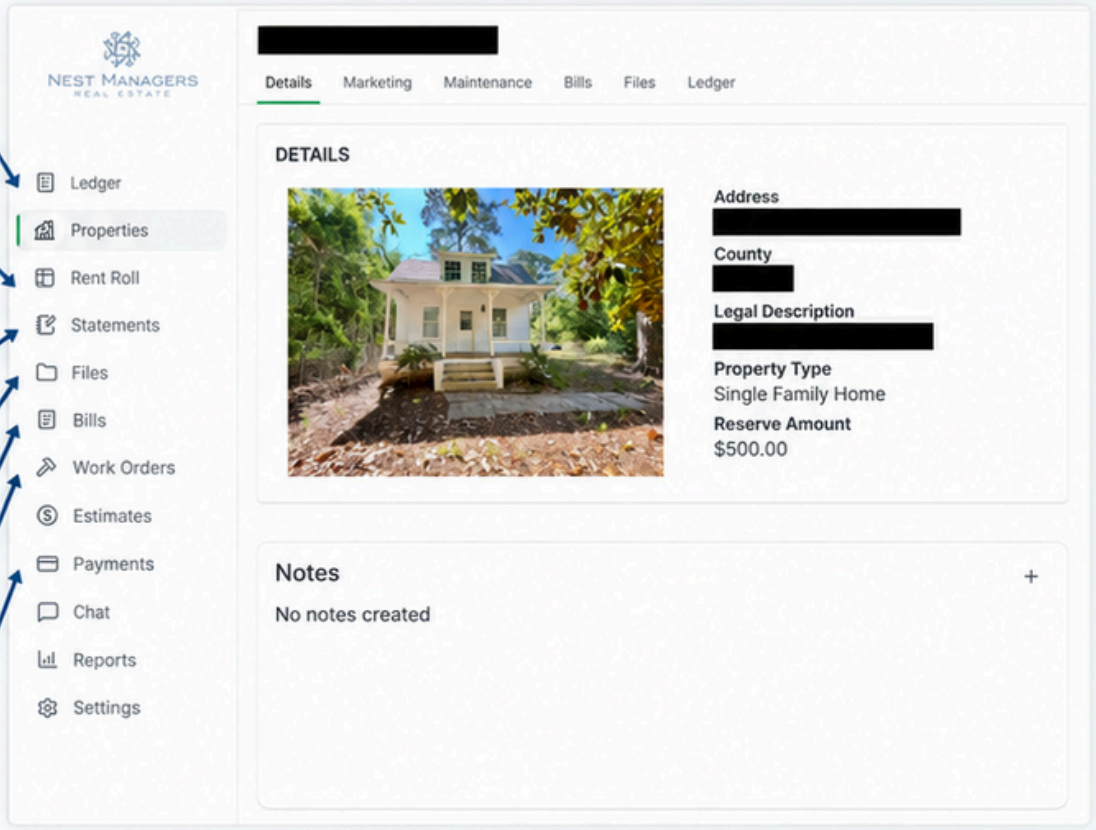
2 Statements
Download your monthly owner statements.

3 Files
Find inspection reports and a copy of your lease.

4 Bills
Review vendor charges and property expenses.

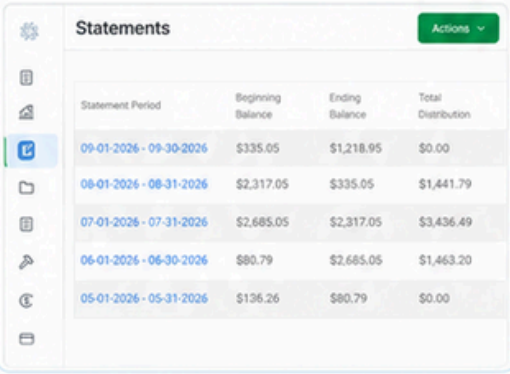
5 Work Orders
Track maintenance activity and repair status.

6 Payments
View ACH/distribution settings and saved payment information.



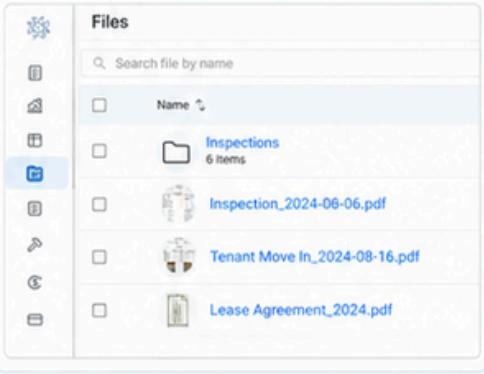
2 Statements

View statement periods, balances, total distributions, and download files.



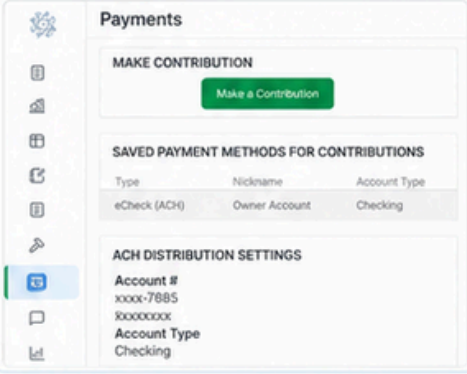
3 Files

Open the Inspections folder and access your lease copy.



6 Payments

Review ACH distribution settings and saved payment methods.



NEST NOTE

Before calling with an accounting question, check your Ledger first.
It often shows exactly what was received, paid, charged, or distributed.

NEST MANAGERS
REAL ESTATE

Understanding What You See

LEDGER, BILLS, AND WORK ORDERS

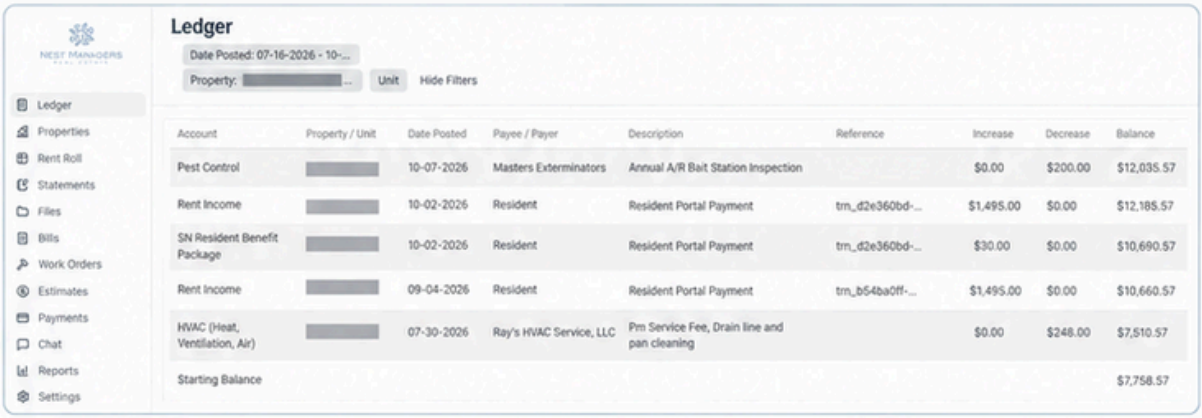


These sections of your owner portal help you understand your account activity, repair activity, and what happens behind the scenes. Here's a simple guide to what each section shows and how they work together.

1 Ledger

The Ledger shows all account activity for your property, including income, expenses, payments, and your running balance.

This is the first place to look if you have a question about a charge, payment, or balance.



Date Posted
The date the transaction was added to your account.

Payee / Payer
Who the payment was made to or who made the payment.

Description
A brief note about what the transaction is for (e.g., rent payment, maintenance, service charge).

Reference
A unique transaction number for tracking purposes.

Increase
Money coming in (e.g., rent income).

Decrease
Money going out (e.g., vendor bills, expenses).

Balance
Your running account balance after each transaction.

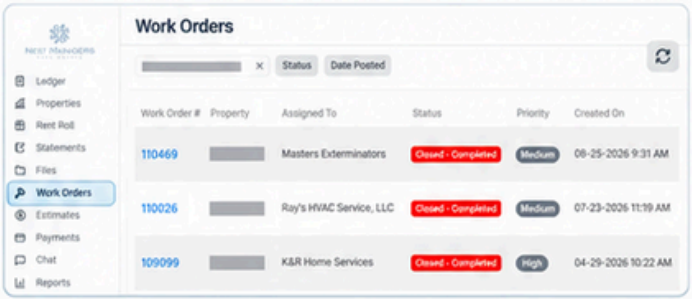
2 Bills

The Bills section shows vendor charges and property expenses. This is where you can review the vendor name, amount, due date, and payment status.



3 Work Orders

The Work Orders section gives you an overview of repair requests. Click a work order to see more details such as status, assigned technician, dates, notes, and estimated cost (when available).





The Repair Process

Here's how a repair moves from request to a posted bill:

Request Submitted → **Work Order Opened** → **Assigned & Coordinated** → **Completed** → **Bill Received & Posted**

A repair can be completed before the vendor's bill appears on your account.

Work Order vs. Bill

Work Order
A work order tracks the repair request and its progress.

Bill
A bill reflects the vendor charge after the work is complete and the invoice has been received and processed.

Before Calling About a Repair

Check the Work Orders section first to review status, vendor assignment, and visible updates.

Nest Note: A work order does not always mean a charge has already posted. Work orders track the repair process, while bills and ledger activity reflect the financial side once an invoice is received and processed.

What Happens Month to Month



ONCE YOUR TENANT IS SETTLED IN, MANAGEMENT BECOMES A STEADY CYCLE.

After move-in, management shifts into a steady monthly rhythm that includes rent collection, accounting, maintenance coordination, property oversight, renewal planning, and ongoing communication when needed. Our team handles the day-to-day details to keep your investment running smoothly and your tenant well cared for.

1 RENT COLLECTION

We collect rent, monitor delinquency, and handle the appropriate notices and follow-up when needed.

2 ACCOUNTING & OWNER STATEMENTS

Income, expenses, vendor invoices, fees, and distributions are reflected in Rentvine, and statements remain available in the owner portal.

3 MAINTENANCE COORDINATION

Tenant requests are evaluated, vendors are coordinated, work orders are tracked, and invoices are processed as they are received.

4 PROPERTY OVERSIGHT

Scheduled inspections, lease compliance, property condition, and seasonal needs are monitored throughout the tenancy.

5 LEASE & RENEWAL PLANNING

As the lease approaches expiration, we evaluate the market, rental rate, property performance, and next steps.

6 OWNER COMMUNICATION

When something requires your decision, approval, or attention, our team reaches out.

No News Is Usually Good News

Once a tenant is settled and your property is running smoothly, you may not hear from our team every day—and that is a good thing.

Much of professional management happens quietly behind the scenes. If rent is being paid, the home is being cared for, and no issues require your attention, routine management continues without unnecessary noise.



We will reach out when something needs your attention, approval, or decision.

Nest Note

One of the benefits of professional management is that you should not have to oversee every routine task. Our team manages the day-to-day details and brings you in when a decision, approval, or important update requires your attention.

Our goal is to make ownership easier,
PROTECT YOUR INVESTMENT, AND KEEP YOU INFORMED EVERY STEP OF THE WAY.

How to Contact Your Nest Team

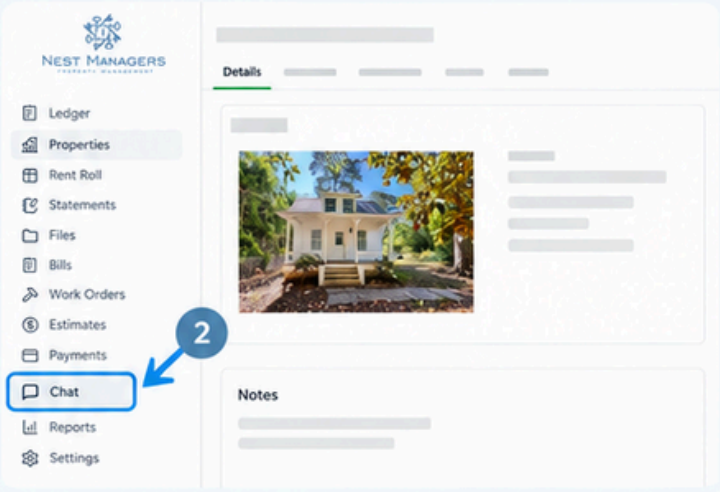
USE YOUR OWNER PORTAL CHAT FOR THE FASTEST SUPPORT.

All owner communication should go through the Owner Portal chat. You do not need to guess which department to contact — messages are automatically routed to the correct team, so you get the right support, faster.



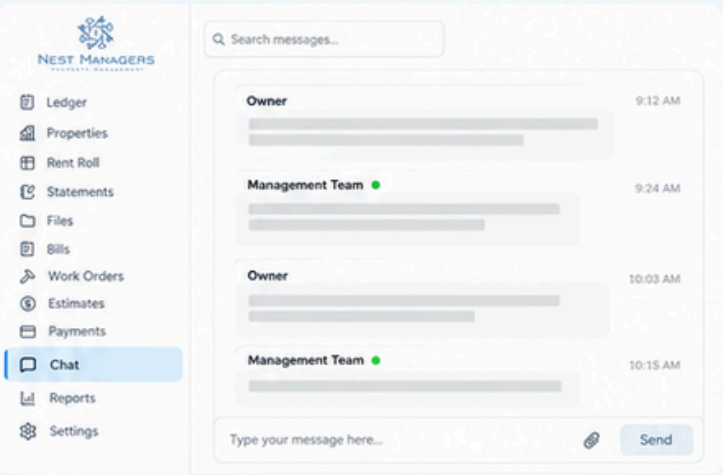
1 Find the Chat Option

Log into your Owner Portal and click **"Chat"** in the left sidebar.



3 Chat With Your Nest Team

Type your question and send your message through the portal. Our team will route it to the correct department.



1. LOG INTO YOUR OWNER PORTAL.
2. CLICK "CHAT" IN THE LEFT SIDEBAR.
3. TYPE YOUR QUESTION AND SEND YOUR MESSAGE.
4. OUR TEAM ROUTES YOUR MESSAGE TO THE CORRECT DEPARTMENT.

Questions About Maintenance?

If you have a question about a repair or work order, please reference the related work order when reaching out through portal chat.

Why We Prefer Portal Chat

- Keeps communication organized
- Tied to your property/account
- Routed to the right team
- Creates a clear communication record

Important Reminder

Please use portal chat for general questions, updates, and support.

All owner communication should go through the Owner Portal chat to ensure the fastest and most accurate response.

Nest Note | Using portal chat helps us keep communication clear, documented, and connected to your property.

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As the Lease Approaches Expiration

RENEWAL IS MORE THAN JUST EXTENDING A LEASE — IT'S A CHANCE TO PLAN AHEAD.

As the end of the lease term approaches, our team will contact you to discuss your goals and next steps. This is an important time to review your options, evaluate the current market, and create a plan that best supports your investment.



Your goals guide our strategy.

We Start Planning Early

We reach out in advance of lease expiration to discuss your goals, review the current market, and recommend a strategy for your property.

Your Goals Matter

Let us know your plans so we can help you make the best decision for your investment. You may want to continue renting, consider selling, reposition the property, or keep flexibility for a future move or sale.

We Review Key Factors

Before recommending renewal terms and pricing, we review current market conditions, comparable rental rates, tenant history and performance, property condition, and your long-term goals.

Your Renewal Options

Renew for Another Lease Term

If continuing to rent makes the most sense, we will review the market and recommend renewal terms and rental pricing based on current conditions.

Consider Selling

If you are thinking about selling, let us know early. We can help you evaluate the best timing and strategy. In some cases, a full renewal may be the best option. In others, a shorter-term approach or non-renewal may better position the property for sale.

Move to Month-to-Month

Owners may allow the tenancy to continue on a month-to-month basis. This typically includes a 5% rental increase.

Non-Renewal

If you do not wish to continue renting, we will work with you to provide proper notice, plan the move-out process, and prepare the property for its next chapter, whether that is re-renting or selling.

Rental Rates Can Change

A property that rented for one amount last year may rent for more or less this year depending on market conditions, demand, and comparable homes. Our goal is to help you optimize rental income while keeping the home competitively positioned in the current market.

Thinking About Selling?

If you are considering selling your property, please let our team know early so we can help you plan the best strategy and timeline. Owners may also be eligible for discounted commission options through our real estate team.

Nest Note | Every property and situation is unique. Our team is here to provide guidance, answer your questions, and help you make the best decision for your investment.

Our goal is to make ownership easier,
PROTECT YOUR INVESTMENT, AND KEEP YOU INFORMED EVERY STEP OF THE WAY.

When a Tenant Moves Out

A CLEAR PROCESS TO PREPARE YOUR HOME FOR WHAT'S NEXT.

When a tenant moves out, Nest Managers follows a structured process to inspect the property, document its condition, review next steps with the owner, and prepare the home for either re-renting or selling.



1. **Keys Are Returned**
   Once the tenant has vacated, keys are returned and the property is confirmed vacant.
2. **Move-Out Inspection**
   Our team generally completes the move-out inspection within 5 business days of key return. We compare the property's condition against the initial condition report and move-in inspection.
3. **Review Findings**
   We share the move-out findings, including photos and notes, and identify what charges are being assessed to the tenant. Owners should also be prepared that some items may be owner responsibility.
4. **Plan for Next Steps**
   We review recommended repairs, cleaning, or updates and request owner approval where needed.
5. **Utilities**
   As soon as you are notified that the tenant has moved out, please plan to switch utilities into your name. Utilities must remain on for inspections, repairs, cleaning, photography, and showings.
6. **Back on the Market**
   Once approved work is complete, we prepare the property for its next chapter, whether that is re-renting or positioning it for sale.

Utility Reminder

As soon as you are notified that the tenant has moved out, please switch utilities into your name. If our team arrives and utilities are off, a trip charge will apply.

Utilities must remain on for inspections, repairs, cleaning, photography, and showings.

You'll Stay Informed

- Notice once keys are returned
- Move-out inspection findings
- Charges being assessed to the tenant
- Recommended owner-responsible items
- Next-step recommendations and timeline

What's Next?

Re-Rent Your Property

We'll provide a market analysis, pricing recommendations, coordinate needed work, and prepare and market the property.

Thinking About Selling?

Let our team know early so we can help plan strategy and timing. We also offer discounted commission options through our real estate team.

Nest Note | The move-out process gives us the information we need to help you make informed decisions about repairs, charges, utilities, and what comes next for your property.

Your Investment, Managed With Care



THANK YOU FOR TRUSTING NEST MANAGERS.

We are honored to help protect your investment and support your ownership journey. From onboarding and vacancy to leasing, maintenance, renewals, and long-term planning, our team is here to provide professional guidance every step of the way.

Stay Connected

Use your Owner Portal to view statements, review inspections, monitor work orders, and communicate with our team.

Keep Learning

Visit our Owner Onboarding Series for additional guidance and helpful reminders as you settle into management with Nest Managers.

Plan Ahead

Whether you plan to continue renting, renew, improve, or eventually sell, we are here to help you evaluate the best next steps for your property.

Nest Note

The best partnerships are built on clear communication, realistic planning, and a shared goal of protecting your investment.



We're Here When You Need Us

For questions, updates, or support, please use your Owner Portal Chat so our team can route your message to the right department quickly and efficiently.

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